



# McAfee Enterprise Security Manager (McAfee ESM)

## Review From A Customer



## McAfee Enterprise Security Manager (McAfee ESM)

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From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Security Consultant, Presale and System Engineer at a tech services company with 501-1,000 employees

it\_user374493

### WHAT IS MOST VALUABLE?

Doing Incident analysis in my opinion with ESM is easier than other solutions. There are a lot of ways to build queries and a great filter engine; if you provide ESM with the Advanced Correlation Engine and Global Threat Intelligence you can raise your infrastructure to be a complete advanced SOC.

### HOW HAS IT HELPED MY ORGANIZATION?

I work for a System Integrator.

### WHAT NEEDS IMPROVEMENT?

I have almost no complaints with this solution because it's almost a complete solution, but I do hope to have more stability in the next upgrade and to have the interface re-engineered to be HTML5-based rather than Flash-based. I'd also like some Splunk-like ELM (Log Manager) enterprise functions.

### FOR HOW LONG HAVE I USED THE SOLUTION?

I've used it for three years, from versions 9.1 to 9.5

### WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

Yes, sometimes it seems that versions with major upgrades come with some bugs and regressions that affected deployment.

### WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Yes, sometimes it seems that versions with major upgrades come with some bugs and regressions that affected stability.



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### WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

It has scaled to our needs.

### HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: Customer service is very good and very professional. Technical Support: Technical support is very good and very professional.

### WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

I also work with with RSA and McAfee SIEM solutions.

### HOW WAS THE INITIAL SETUP?

If you buy the all-in-one solution (Virtual or Hardware), the setup takes a couple of hours.

### WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

SIEM is not a Log Manager; ESM is meant for people who need advanced SOC functionality and not only to satisfy compliance rules.

Learn more: [Read 8 reviews of McAfee Enterprise Security Manager \(McAfee ESM\)](#)